

**CIVILIAN PERSONNEL PROGRAM
4TH QUARTER FY99 REVIEW AND ANALYSIS
AND
FY99 SUMMARY**



WEST REGION FY99 SUMMARY

The West Region began FY99 with seven of its thirteen CPACs transitioned to regionalization:

Fort Huachuca, AZ	1 Mar 98
Fort Irwin, CA	1 Mar 98
Seattle District COE, WA	1 Mar 98
Yuma Proving Ground, AZ	15 Mar 98
Fort Lewis, WA	3 May 98
Dugway Proving Ground, UT	28 Jun 98
DLI, POM, CA	30 Aug 98

Serviced strength at the beginning of the fiscal year was 9600 and almost doubled to approximately 18,500 throughout the year as the remaining six CPACs became part of the West Region:

White Sands MR, NM	31 Jan 99
Tooele Army Depot, UT	28 Feb 99
Sierra Army Depot, CA	28 Mar 99
Walla Walla District COE, WA	9 May 99
South Pacific Division COE, CA	4 Jul 99
Portland District COE, OR	1 Aug 99

The WCPOC reached full operating capability with the transition of its last serviced CPAC on 1 August 1999.

FY99 was an exciting year for the Region as we completed our journey to full regionalization of civilian personnel servicing for our customers. The emphasis throughout the year has been on fostering and nurturing the CPOC/ CPAC/ management partnership and on finding the right balance between quality, production and customer service.

We ended the year with our first Commanders' Civilian Personnel Advisory Council hosted by Major General John D. Thomas, Jr., Commanding General, U.S. Army Intelligence Center and Fort Huachuca on 8 September 1999. The conference was extremely successful with Commanders giving us feedback both on what was working well in our Region and what needed improvement.

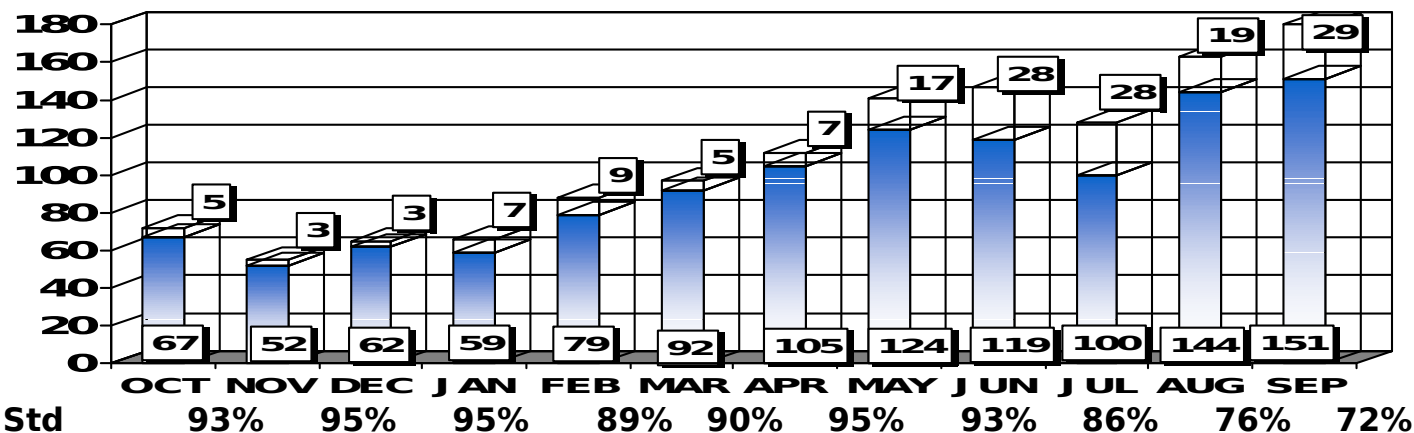
On 9 and 10 September, the human resources leaders in the Region met to develop specific plans to address the issues raised by our Commanders. The resultant FY00 West Region Human Resources Operational Plan will be our guide for the next FY in further refining processes and improving service delivery to customers. We also developed a regional vision statement which will help focus our efforts and lead our people through the many challenges ahead: The West Region - The Army's Premier Team of Human Resources Professionals Providing Quality and Timely Services to our Valued Customers!





TOPIC: Classification Actions Processed

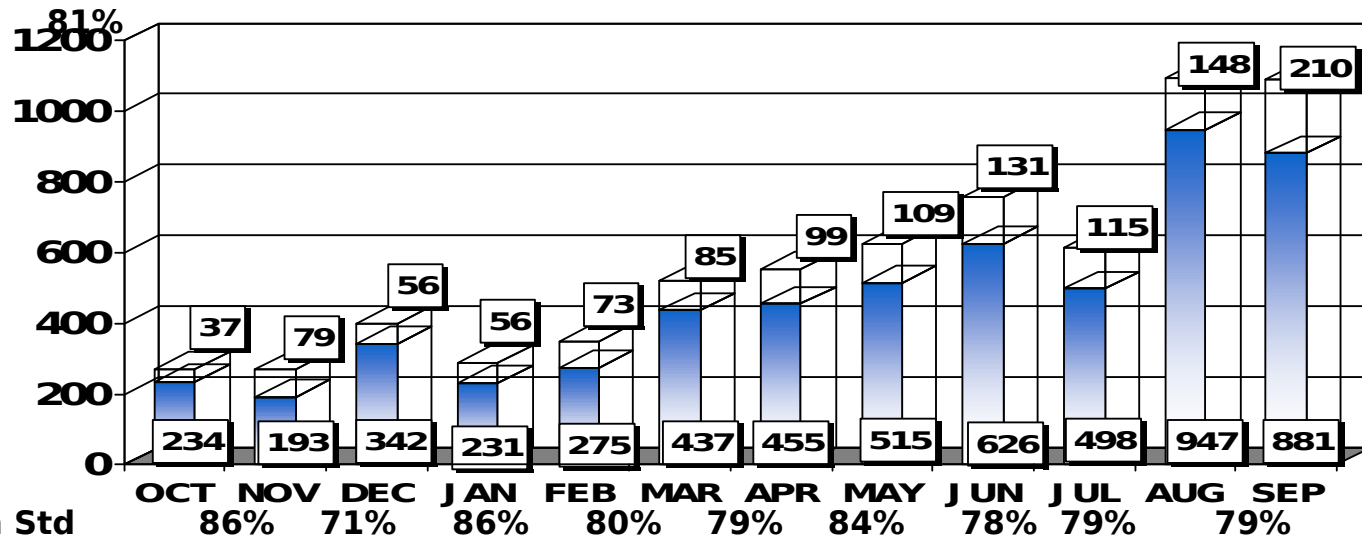
FY99

PROPONENT WCPOC- CD



 In Standard
 Not in Standard

NON-ROUTINE
Std: Non-Routine,
30 Days from Date
Received in CD

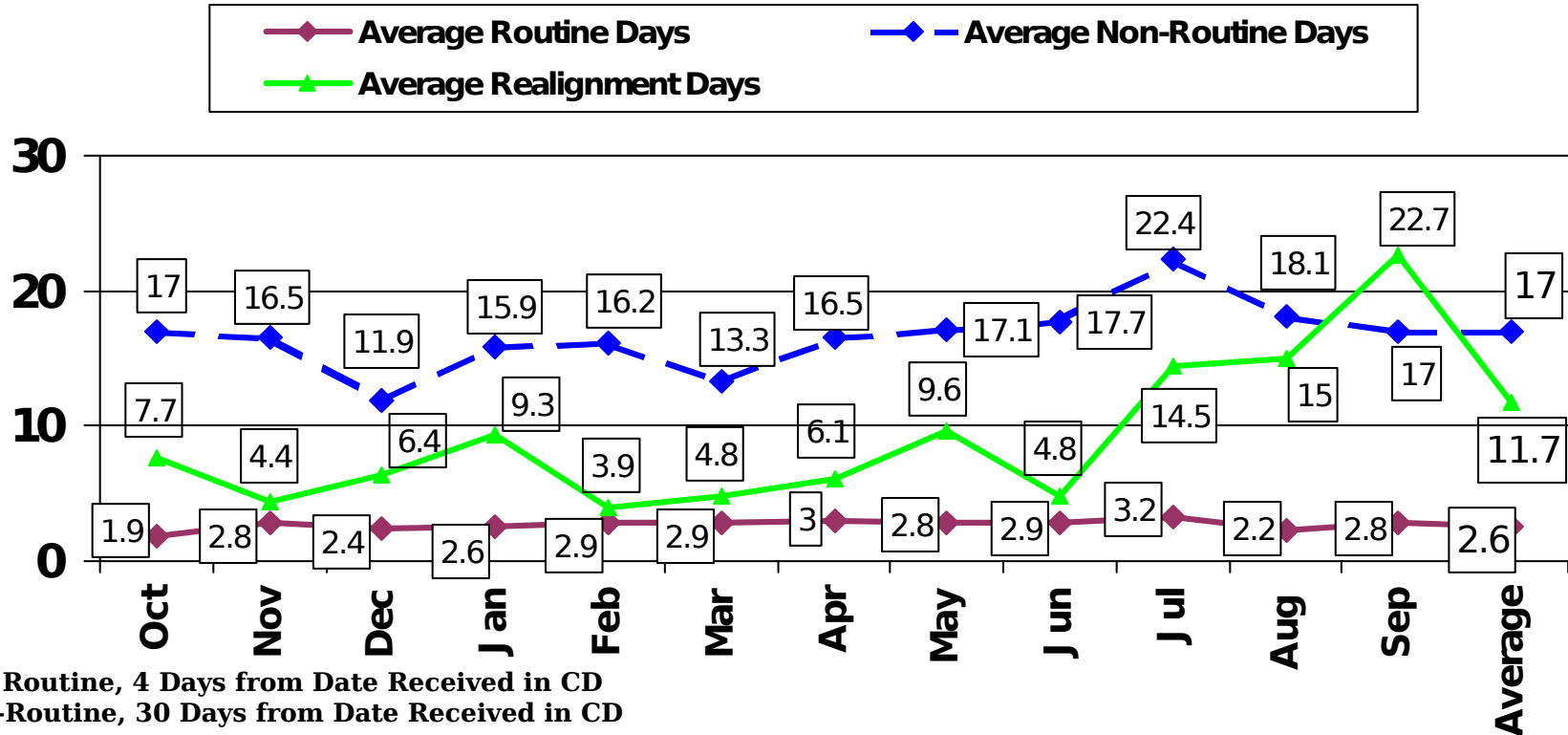


ROUTINE
Std: Routine, 4 Days
from Date Received in
CD

ANALYSIS: Volume of actions processed increased steadily throughout the year as more CPACs transitioned to regionalization and the WCPOC reached full operating capability on 1 Aug 99. For the year, 79% of routine actions and 86% of non-routine actions were processed within standard.



TOPIC: Average Days to Process Classification Actions	FY99
PROPOSER: WCPOC-CD	



Std: Routine, 4 Days from Date Received in CD
 Non-Routine, 30 Days from Date Received in CD

ANALYSIS: Even though the volume of actions processed increased steadily throughout the year, in-standard performance remained below the Army standard of four days for routine actions and 30 days for non-routine actions. There is no Army standard for processing realignment actions.



TOPIC: Avg Processing Time - Recruitment Actions - (From Initiation to Closure)

FY99

PROPONENT: West Region Partners

Army Average Days

100

80

60

40

20

0

123

117

123

129

125

116

107

112

93

99

105

99

83

85

71

88

68

86

84

92

8

71

80

54

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

97

92

115

110

129

189

211

220

333

326

305

470



Avg. Days w/ Manager/RMO (Army standard: 3 days)



Avg. Days w/ CPAC (Army standard: 3 days)



Avg. Days w/ CPOC CD (Army standard: 4/30 days*)

*standard varies with type of action/referral



Avg. Days w/ CPOC SSD to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)



Avg. Days w/ Manager for Selection (Army standard: 10 days)



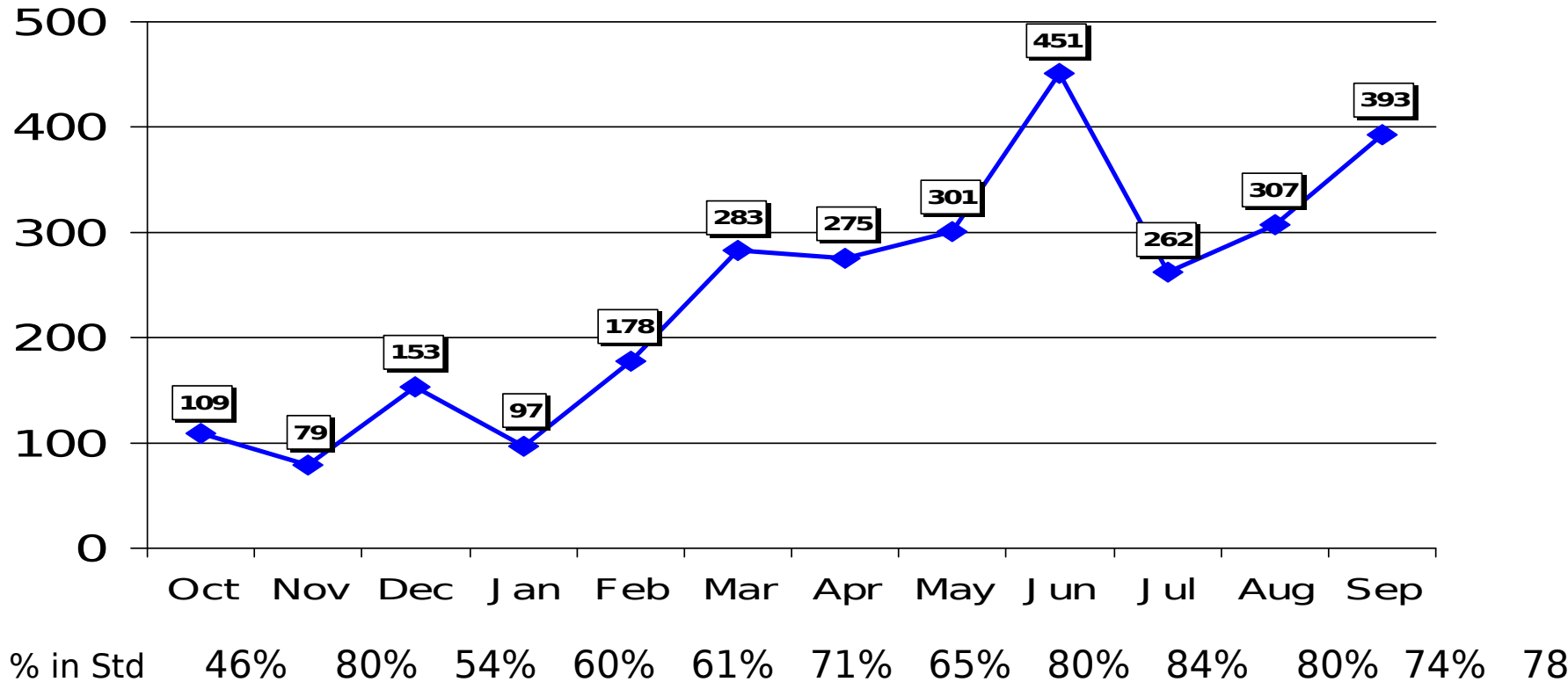
Avg. Days w/ CPAC to make job offer and establish EOD and CPOC SSD to process and close action.



ANALYSIS:

The number of recruit actions processed increased from 97 in Oct 98 to 470 in Sep 99 as the WCPOC reached full operating capability (FOC). Average processing time (from initiation of the PERSACTION by the manager to closure) in the West Region was below the overall Army average throughout the period. The best performance was at the end of the year when 470 actions were closed in an average of 54 days each, compared to the Army average of 99 days.

TOPIC:	Referral Lists Issued	FY99
PROPONENT:	WCPOC - SSD	

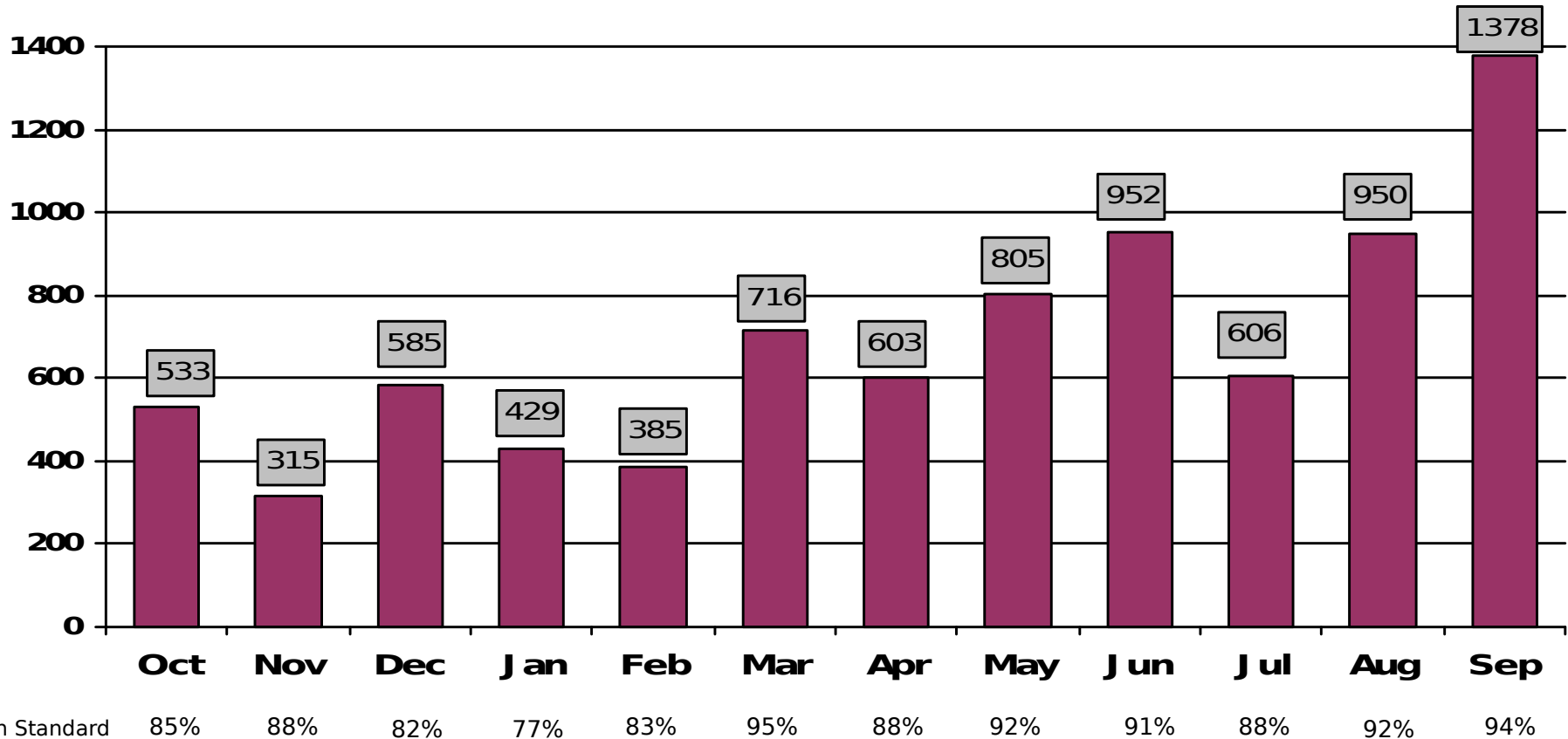


Std: Resumix, within 5 days of receipt in SSD / DEU, within 36 days of receipt in SSD



ANALYSIS: The number of referrals issued steadily increased throughout the year as more CPACs transitioned and the WCPOC reached full operating capability (FOC). The unusually high number in June was due to summer hire referrals. Percentage issued in standard improved from a low of 46% in Oct 98, to 80% or better in May, Jun and Jul, and ending the year at 78% in Sep 99.

TOPIC:	Non-Recruitment Actions	FY99
PROPONENT:	WCPOC - SSD	



Std: 5 Calendar Days from Date Received in
SSD

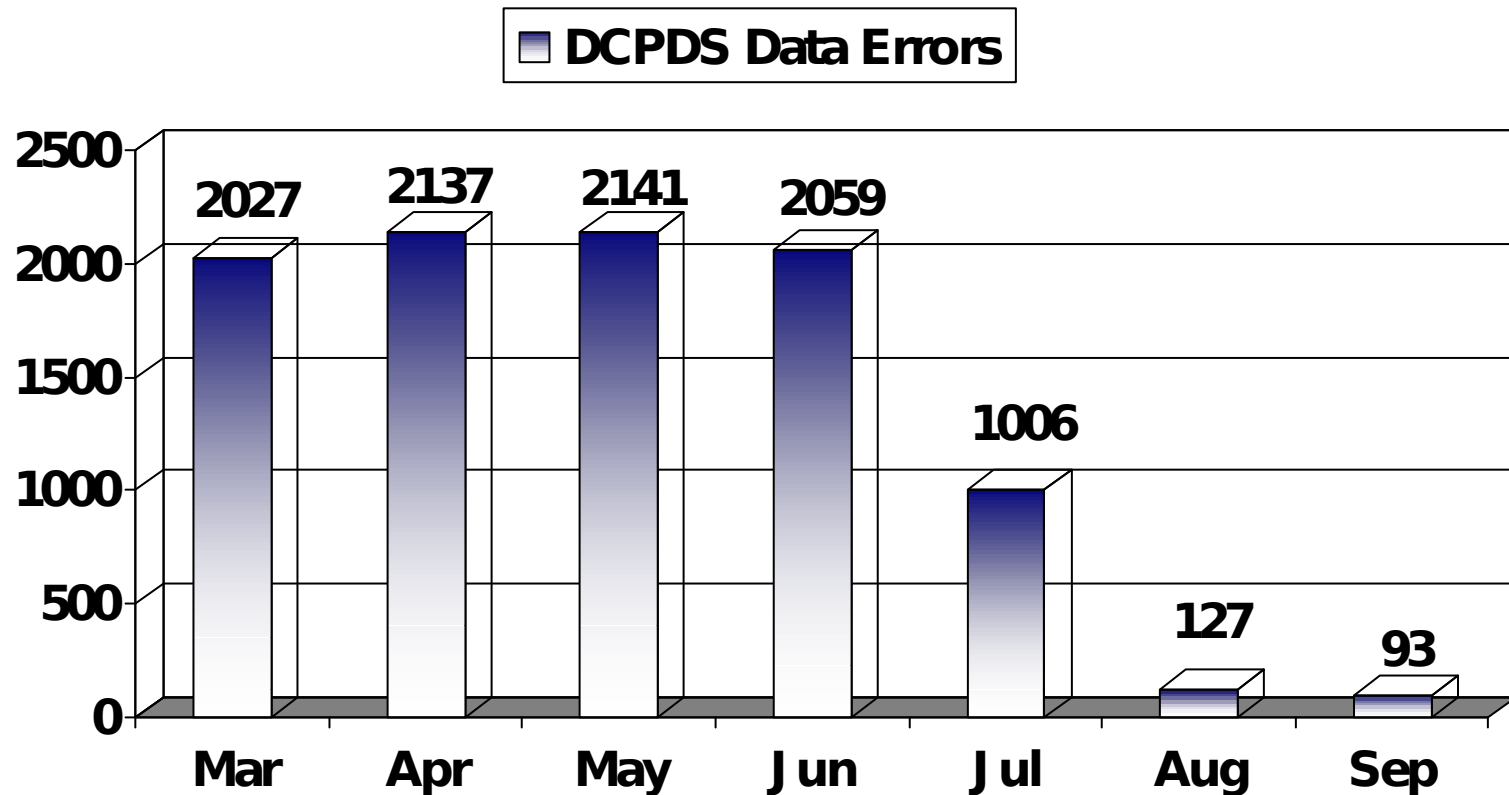


ANALYSIS: The number of non-recruitment actions processed increased steadily throughout the year as more CPACs transitioned and the WCPOC reached full operating capability (FOC). The number processed in standard was always favorable. Overall for the year, the number of average days in which actions were processed improved from 7 days in Oct 98 to 3 in Sep 99.

TOPIC: DCPDS Quality Control

FY99

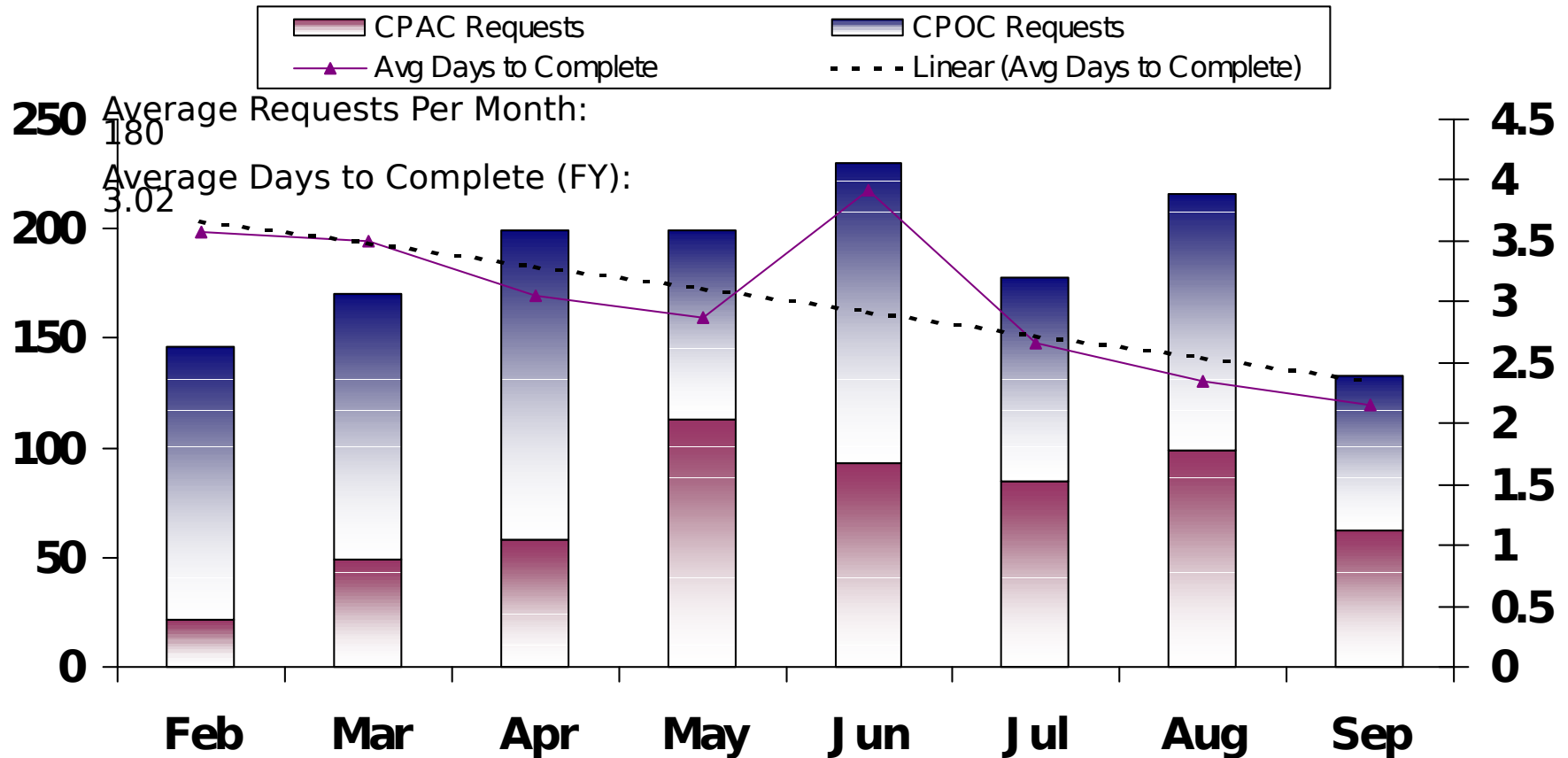
PROPONENT: WCPOC-ISD



ANALYSIS: We began tracking DCPDS Data Errors in March 1999. Since then we have gone from a maximum number of errors in May of 2141 to only 93 errors in September. We will continue to monitor DCPDS Data Errors and correct them as they are found.



TOPIC:	Help Desk Requests	FY99
PROPONENT:	WCPOC-ISD	



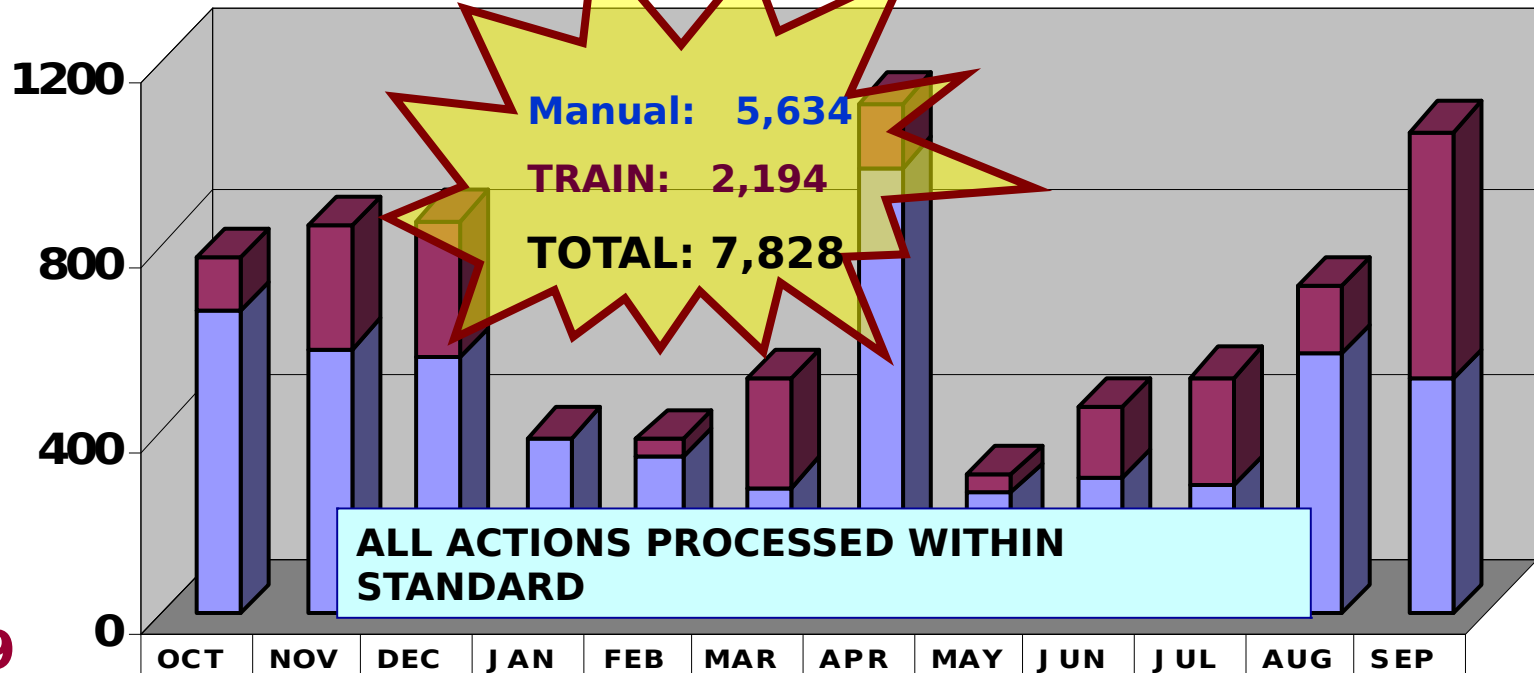
ANALYSIS: We began tracking Help Desk requests in February 1999. Since then we have received and completed 1445 requests (566 CPAC and 879 CPOC). The monthly number of requests received has varied throughout the FY while the average days to complete requests has steadily decreased (except for the month of June, which was an exceptionally busy month).

TOPIC: Training Requests Processed

FY99

PROPONENT: WCPOC - HRDD

COMPLETED TRAINING PROCESSED BY WCPOC



FY9

TRAIN FPI	113	266	299	1	38	232	138	38	152	233	147	537
Manual DCPDS	655	572	552	380	338	274	965	262	292	277	560	507

ANALYSIS: During FY99, all records of completed training received by the WCPOC were processed within standard. On average, more than 650 completed training transactions were processed per month, and twenty-eight percent were processed using the TRAIN FPI. The CPOC continues to encourage the use of TRAIN and has offered to provide additional assistance and training wherever desired.

